

Problem

When trying to install ActivClient (AC) 6.1 middleware using the Air Force Home Use Middleware Installation package on Microsoft Windows 64-bit Operating Systems, the user will receive one or more error messages saying that the program is incompatible with 64-bit versions of Windows or incompatible with the version that is running.

Solution

An updated Home Use installation package that runs on 64-bit Operating Systems is planned for the future. Until that package is available, the user can follow the steps below to install the middleware and associated functionality provided by the Home Use installation package:

1. Install trust in the DoD PKI on your workstation by following the directions for "Download Root CA Certificates" at this link: <http://dodpki.c3pki.chamb.disa.mil/> . When you install any of the Root certificates (certificates have the word "Root" in their name) you will see a security warning. Inside the security warning will be a Thumbprint. Compare the Thumbprint in this security warning with the known Thumbprints below. If the Thumbprints match, select Yes to continue. Otherwise click No to cancel the install, then contact your Client Support Administrator.

DoD CLASS 3 Root CA:

Thumbprint (sha1): 10F193F3 40AC91D6 DE5F1EDC
006247C4 F25D9671

DoD ROOT CA 2:

Thumbprint (sha1): 8C941B34 EA1EA6ED 9AE2BC54
CF687252 B4C9B561

ECA Root CA:

Thumbprint (sha1): 3A32EF7B 9AB836F8 37181A4C
EFA355C6 4667ACBF

ECA Root CA 2:

Thumbprint (sha1): C313F919 A6ED4E0E 8451AFA9
30FB419A 20F181E4

2. Extract the contents of the AF Home Use Middleware Installation package (HomeUseSW.zip) to a folder of your choice on your machine. Within this folder, find and open the AC61_AFR_Home_Use_v2 folder. The files referred to and used for the remaining steps are in this folder.
3. Double-click the vcredist_x86.exe file. This will launch installation of the Visual C++ 2005 Runtime Libraries (a prerequisite for AC 6.1). Accept the End User License Agreement (EULA) terms and the product should complete installation.
4. Double-click the ActivClient6_1_homeuse_v2.msi file. This will launch installation of the baseline AC 6.1 middleware. Accept the EULA terms and leave all the default settings. A window will notify you that the installation was completed. (If you are using Windows Vista and User Account Control is turned on, you will need to select "Allow" on any User Account Control prompts.) If asked if you want to restart the computer now, select "No".
5. Double-click the AC61_build100.msp file. This will launch installation of an update for AC 6.1 that brings the version up to Build 100. A window will notify you that the installation was completed. (If you are using Windows Vista and User Account Control is turned on, you will need to select "Allow" on any User Account Control prompts.) If asked if you want to restart the computer now, select "No".
6. Double-click the setupmcl.exe file. This will launch installation of the S/MIME control that will allow you to sign and encrypt e-mails within Outlook Web Access. (If you are using Windows Vista and User Account Control is turned on, you will need to select "Continue" on any User Account Control prompts.) An installation window will briefly appear and disappear after installation is finished; no user input is required.
7. If it does not already exist, create a folder called "Windows" under your C:\ drive and copy the ac60AirForcelImage.bmp file to this folder.
8. Restart your machine. Installation is now complete. The ActivIdentity card reader icon should appear in your system tray.

NOTE:

- a. IE7 64-bit is not supported by this package. Users should utilize the standard 32-bit version. Microsoft Vista 64-bit Operating Systems come with

both versions of IE. To determine which version of IE you are using, go to Help on the Menu Bar and select About. If the IE version is 64-bit, it will include the words "64-bit Edition" in the Version field. (If you do not see the Menu Bar, click on Tools and then click on Menu Bar to make the Menu Bar visible.)

- b. When connecting to OWA, you may see the following text in the information bar: *"This website wants to run the following add-on 'MIME Edit binary behavior' from 'Microsoft Corporation (unverified publisher)'. If you trust the website and the add-on and want to allow it to run, click here..."* Click on the bar and allow the Active-X control to run. After this runs you should be able to open digitally signed and/or encrypted messages, and see the Digitally Sign and Encrypt options in any New Message toolbar.

Source – AF PKI SPO website knowledge base item 386 -
<https://afpki.lackland.af.mil/html/kbdetail.cfm?id=386> (CAC/.mil restricted)